

[Your Company Letterhead]

[Date]

[Supplier Name]

[Supplier Address]

[City, State, ZIP Code]

Subject: Notification of Defective Product Received – Request for Resolution

Dear [Supplier Contact Name],

We appreciate our ongoing business relationship and the timely delivery of goods from your company. However, we regret to inform you that upon receiving our recent shipment (Order No.: [Order Number], dated [Order Date]), we have found that certain items were defective and did not meet the agreed-upon quality standards.

Specifically, the following issues were observed:

- [Description of Defect #1]
- [Description of Defect #2]
- [Other related discrepancies, if any]

We have attached detailed photographs and a report documenting the defects for your reference. In accordance with our purchase agreement and warranty terms, we kindly request one of the following remedial actions:

- Replacement of the defective items
- Repair of the affected products
- Full refund for the defective units

Please advise us on the return/shipping procedure for the defective goods.

We ask that this issue be resolved within [reasonable timeframe, e.g. 10 business days] from the date of this letter to minimize disruption to our operations. We trust that you will handle this matter promptly and look forward to your confirmation of the proposed corrective action.

Thank you for your attention to this matter. Should you have any questions or require further clarification, please contact me at [Your Phone Number] or [Your Email Address].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]